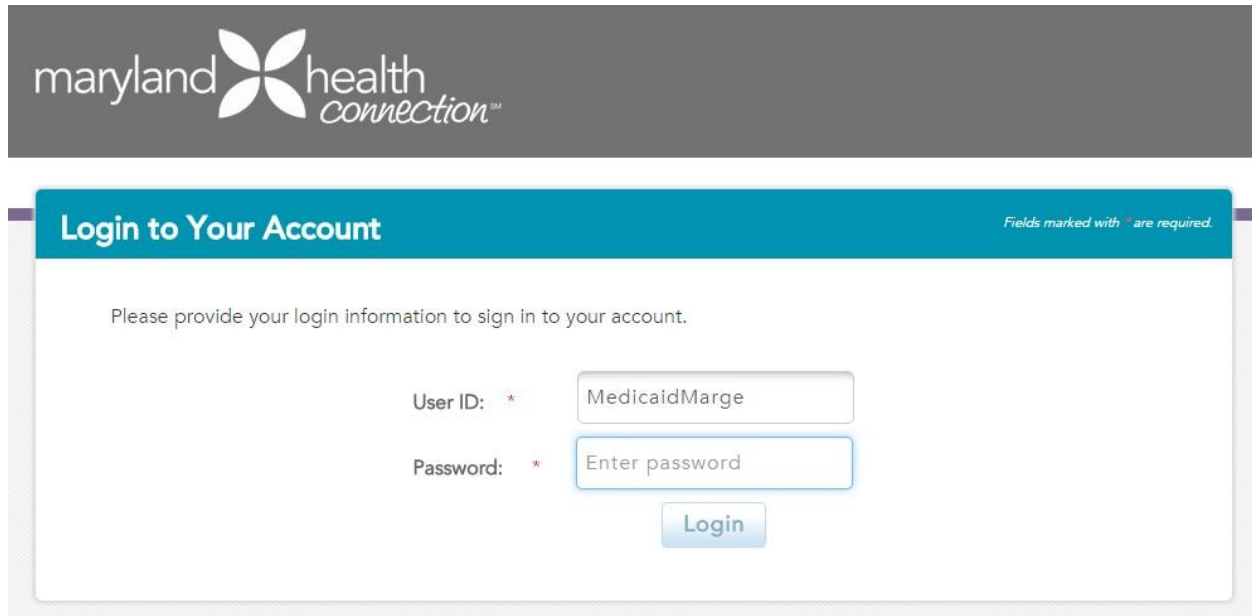


Issue 126: INSIDER’S EDGE: Password Resets

Open Enrollment 2016 is now underway! On the [first day alone](#), 413 people enrolled in Medicaid and 847 people enrolled in a qualified health plan (QHP).

In all the excitement to get health coverage, it’s easy for some simple things to be forgotten—like passwords!



maryland health connection™

Login to Your Account

Fields marked with * are required.

Please provide your login information to sign in to your account.

User ID: *

Password: *

Hmm, did I use the name of my third best friend from second grade and my license plate number or was it my least favorite kind of ice cream and my great uncle’s birthday backwards?

Many consumers have not accessed their Maryland Health Connection account since they applied for coverage last year. As a result, it’s not surprising that some people may need help resetting their passwords.

That’s where you come in!

Staff with Worker Portal access can reset a consumer’s password in the Worker Portal if the consumer has **not** suspended their account. Just follow the steps listed below.

1. Log into the Worker Portal.
2. Click the “User Search” tab.
3. Search for the consumer using a combination of their Name and Social Security Number (SSN).

Search Criteria

Please select at least one (1) option below to filter search results.

User Role:

First Name:

Last Name:

Date of Birth:

Social Security Number:

Person ID:

Application ID:

Certification Number:

Login User ID:

The Consumer's information shows with a small magnifying glass to the right of their record.

Birth	Social Security Number	Person ID	Application ID	Cert Number	Login User ID	Org Name	Address	View Details
-08-10	079480010	33431	15232	N/A	pmetzger	N/A	rockville MD 20852	

- Click on the magnifying glass for the correct consumer to view the "User Details" screen.

User Details

Person ID	Login User ID	Application ID	Role	Type	Notice Search
33431	pmetzger	15232	Individual	NA	View

User Password/Account Credentials

New Password:

Re-Type New Password:

9 to 15 characters with at least one number, one uppercase letter, one lowercase letter, and one special character (i.e. !, #, %)

[Reset Password](#)

- Enter a new password for the consumer following the displayed password rules. *Note:* You cannot use any of the six (6) previously used passwords.
- Click the "Reset Password" button. A message will appear indicated the password reset was successful.

One last thing! If a consumer's account has been **suspended**, they will need to contact the Maryland Health Connection call center to have their account reset—855-642-8572 (TTY: 8573).

Piece of cake, right? Questions? Send them to dhmh.medicaidmarge@maryland.gov.